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9	UNITED STATES DISTRICT COURT WESTERN DISTRICT OF WASHINGTON AT SEATTLE	
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11	UNITED STATES OF AMERICA,	CASE NO. 113-301
12	Plaintiff,	COMPLAINT for VIOLATION
13	v.)	18 U.S.C. §§ 1029(a)(1) and 2 18 U.S.C. § 1028A
14	NIKOLA KOVACEVIC, a.k.a. "Serbian,"	
15	Defendant.)	
16)	
17	BEFORE the Honorable James P. Donohue, Un Seattle, Washington.	nited States Magistrate Judge, U.S. Courthouse,
18	The undersigned complainant being duly sworr	n states:
19		<u>UNT 1</u>
20	(Access Device Fraud)	
21	On or about February 2, 2013, at Seattle	e, within the Western District of Washington, the
22	defendant, NIKOLA KOVACEVIC, knowingly	y, and with intent to defraud, did use a counterfeit
23	access device, to wit: a counterfeit card encode	d with account information belonging to a real
24	person, to withdraw, and attempt to withdraw,	cash from an automated teller machine; said
25	conduct affecting interstate and foreign commerce.	
26	All in violation of Title 18, United State	es Code, Sections 1029(a)(1) and 2.
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COUNT 2 (Aggravated Identity Theft)

On or about February 2, 2013, at Seattle, within the Western District of Washington, the defendant, NIKOLA KOVACEVIC, did knowingly transfer, possess and use, without lawful authority, the means of identification of another person, that is, the personal identification number (PIN) and account number and information belonging to a real person, during and in relation to a felony listed in Title 18, United States Code, Section 1028A(c), that is, Access Device Fraud, in violation of Title 18, United States Code, Section 1029(a), as charged in Count 1, above, as well as Wire Fraud, in violation of Title 18, United States Code, Section 1344.

All in violation of Title 18, United States Code, Section 1028A(a).

And the complainant states that this Complaint is based on the following information: I, John Wurster, being first duly sworn on oath, depose and say:

I. BACKGROUND

1. I am a Special Agent with the United States Secret Service (USSS) and have been so since June 21, 1999. I am currently assigned to the Seattle Field Office. I am a graduate of the Federal Law Enforcement Training Center located in Glynco, Georgia, and the United States Secret Service, Special Agent Training Program located in Beltsville, Maryland. Prior to my employment with the Secret Service, I served in the United States Army as a Counterintelligence Special Agent. I have a Bachelor of Science Degree from Brenau University. As part of my training with the Secret Service, I have received instruction on the investigation of financial crimes, including credit/debit card fraud, mail and wire fraud, access device fraud and identity theft. I have also completed specialized training in the investigation of electronic crimes involving the use of computers and other electronic devices. In the course of my law enforcement career, I have investigated crimes ranging from the production and passing of counterfeit currency, identity theft, access device fraud, bank fraud and threats made against the President and Vice President of the United States. As part of my duties, I also investigate

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criminal violations relating to child exploitation and child pornography, including violations pertaining to the illegal production, distribution, receipt, and possession of child pornography and material involving the sexual exploitation of minors in violation. I am a member of the Seattle Internet Crimes Against Children Task Force, and work with other federal, state, and local law enforcement personnel in the investigation and prosecution of crimes involving the sexual exploitation of children.

2. This Affidavit is made in support of a complaint for the arrest of NIKOLA KOVACEVIC, a/k/a "Serbian," for violations of Title 18, United States Code, Section 1029(a) (Access Device Fraud) and Section 1028A (Aggravated Identity Theft). The information contained in this Affidavit is based on my own personal knowledge and information provided to me during my participation in this investigation, including information provided by other law enforcement officers and witnesses. This Affidavit is submitted solely for the purpose of establishing probable cause for the charges alleged in this Complaint and does not purport to set forth all of my knowledge of, or investigation into, this case.

II. INVESTIGATION

3. This case involves a cross-border card skimming operation in which personal information of countless victims are stolen from various locations in Canada. This stolen victim information is then transported into the United States, encoded onto plastic cards (thereby, creating counterfeit cards), and used to withdraw funds from victims' accounts, typically in the form of cash withdrawals from automated teller machines (ATMs). While the investigation continues to uncover and identify additional losses and victims, the investigation has already confirmed thousands of identity theft victims and over \$267,000.00 in actual losses to victims, and an additional several hundred thousand dollars in attempted loss, attributed to this particular scheme. I expect that these figures will rise as the investigation continues.

A. **Background: Skimming and Skimming Devices**

4. Generally speaking, credit/debit card "skimming" is the theft of credit/debit card information used in an otherwise legitimate transaction. Among other techniques, suspects often use a small device (the "skimmer" or "skimming device") to steal data the information, or track

data, of an unsuspecting victim's credit/debit card. Skimming devices are often capable of holding data pertaining to hundreds or even thousands of bank cards.

- 5. After stealing card data, suspects will transfer the victim account data to a computer or other electronic storage device. Typically, suspects will then transfer or "re-code" victim card data onto blank credit/debit card stock, also known as "white plastic." Suspects have also been known to re-code stolen card data onto store gift cards or other credit/debit cards. Virtually any plastic card with a magnetic stripe on the back of the card may be used to re-code victim card data and in turn to access funds and/or credit on the victim's account. Given the nature of the activity, skimming necessarily requires use of a computer and other digital devices, including encoding equipment and software and USB devices.
- 6. Once this process is complete, suspects use the newly made counterfeit cards, sometimes called "white plastic cards," to access victim's accounts. Typically, suspects will use victim information to withdraw cash at ATMs, which also requires the use of victims' personal identification number (PIN), and/or to make point-of-sale purchases within a short period of time from the date that the credit/debit card account was "skimmed." In some instances, however, suspects will wait several months before utilizing the stolen data. In either case, however, suspects will typically conduct numerous fraudulent transactions in a short time frame in order to maximize the use of the stolen data before the financial institutions or the individual victim account holders recognize the breach and begins shutting down the compromised accounts.

B. Evidence of Criminal Activity

- 7. This investigation originated on December 9, 2012, when a Boeing Employees Credit Union (BECU) Investigator identified a group of individuals performing "cash outs" that is, mass fraudulent cash withdrawals at BECU ATMs in and around Seattle. BECU gathered surveillance photos and a list of card numbers being used at BECU ATMs. An examination of the card numbers revealed that they all related to debit cards and accounts at VanCity Credit Union of Vancouver, British Columbia.
- 8. The United States Secret Service (USSS) Vancouver Resident Office contacted VanCity investigators concerning the debit cards used in and around Seattle at the BECU ATMs

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27 28 and it was determined that these cards had been compromised from various coffee shops in Vancouver.

- 9. Following this initial video dump from BECU, it appeared that the same individuals were performing cash outs in Seattle on a regular basis, predominantly using Canadian bank card numbers. One recurring suspect was a male later identified as NIKOLA KOVACEVIC. The cash out dates typically were on weekends, such as the weekends of December 1, 2012; December 9, 2012; January 5, 2013; January 20, 2013; and February 2, 2013. According to the Royal Canadian Mounted Police (RCMP), it has verified at least 11 common points of purchase believed to have been compromised through card skimming activity, where customers' card data and their PINs had been stolen through the use of skimming devices.
- 10. On January 5, 2013, the RCMP contacted the USSS Vancouver Resident Office requesting assistance with the investigation of T.M., a Canadian citizen. The Canadian Border Services Agency had intercepted T.M. with 22 "white plastic cards" containing TD Bank data and \$12,000.00 in cash at the Douglas Border Crossing. Inside T.M.'s phone was the name "Dennis." According to Canadian authorities, "Dennis" was identified as "Dennis Nguyen," a Canadian citizen residing in British Columbia. They also reported finding several phone numbers for area codes in Washington State.
- 11. According to border crossing records, Dennis Nguyen made at least eight border crossings from Canada into the United States since November 2012. In each instance he was driving the same 2008 Jeep Cherokee with a British Columbia license plate.
- 12. On February 5, 2013, the USSS Seattle Field Office was notified that the Royal Bank of Canada (RBC) reported a mass cash out attempt in progress at numerous ATMs in the downtown Seattle area. RBC provided real time data of where the transactions were taking place, which enabled JP Morgan Chase Bank central fraud monitoring to provide a photograph and description of a suspect. Surveillance videos showed the suspect, a Hispanic male with dark, spiked hair, wearing a black jacket and jeans, conducting the cash-outs at various ATMs.
- 13. A search of the areas near these ATMs was initiated. Detective David Dunn of the Seattle Police Department and USSS Special Agent Bryan Molnar located the suspect at an

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ATM on 4th Ave in Westlake Park in downtown Seattle. The suspect, identified as Santiago Zayco, was contacted and taken into custody. A search incident to arrest yielded 49 "white plastic cards" and \$1,620.00 in cash wrapped around ATM receipts from Zayco's person. It should be noted the "white plastic cards" had no bank markings or printing on the front or back, just a magnetic strip. A white label was printed on the front of each card with what appeared to be a four-digit PIN on each. I know from my training, experience and other investigations that "white plastic cards" are used by skimmers and other types of fraud suspects to encode information and then withdraw money or purchase items.

- 14. Santiago Zayco was transported to the USSS Seattle Field Office, where he agreed to be interviewed. Agent Molnar read Zayco his Miranda Rights, which Zayco stated he understood. Zayco agreed to speak with law enforcement. Agent Molnar asked Zayco how he had traveled downtown and asked if he was alone. Zayco stated he was alone at the time we contacted him, but his cousin's husband was coming to the area to do cash outs with him. Agent Molnar asked Zayco for consent to search his car and read him a "consent to search" form. Zayco agreed and signed the consent form. Zayco informed Agent Molnar his car was parked underneath the Pacific Place Mall in the parking garage, on the lowest level.
- 15. USSS Special Agent Malcolm Frederick and I located Zayco's vehicle, where Zayco had described, and initiated the search. Inside Zayco's vehicle, Agent Frederick and I found 169 white plastic credit cards and \$6,340.00 in cash wrapped around ATM receipts. While we were searching the car, Agent Frederick observed a male driving a black Mercedes watching us as he slowly drove through the parking garage.
- 16. Upon completion of the search, I advised Agent Molnar of the results. During subsequent questioning, Agent Molnar asked Zayco about the items found in the car. Zayco admitted the money found in the car was obtained from the illegal cash out scheme and the white plastic cards were provided to him by "Dennis" to do the cash outs. Zayco said he would meet with "Dennis" every week or two. "Dennis" would give him new cards and Zayco would give "Dennis" the cash he obtained from doing cash-outs with the prior week's cards, along with the corresponding ATM receipts. Zayco said he would be given a portion of the cash from the cash

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outs as payment. Zayco said he corresponded with "Dennis" by a "burner" cellular telephone that		
'Dennis" would provide him. I know from my training and experience that individuals involved		
n criminal activities may utilize pre-paid cellular phones due to the anonymity such devices may		
provide. These phones do not require a contract with a telephone service provider that could be		
researched for account billing information. Instead, following the initial cash purchase of such a		
phone at any number of retail stores, these phones may be loaded with minutes and/or days of		
service via the cash purchase of gift cards associated with the provider of the cell phone. The		
terms "burner" and "burn phone" are related to the ease with which suspects can discard such		
phones if they believe they may be arrested or "burned."		

- 17. Zayco was shown a surveillance photograph of Dennis Nguyen, provided by the USSS Vancouver Resident Office, and Zayco identified Nguyen as the person known to him as "Dennis." Zayco also was shown surveillance photos of himself and other people in this group using cards encoded with stolen account information to make cash outs. Zayco identified, among others, himself and his cousin's husband, Chris Rolon-Gonzales (Rolon), performing cash outs at ATMs with counterfeit cards and stolen PINs.
- 18. Later the same day, Chris Rolon was taken into custody and, after being read and and stating he understood his Miranda Rights, also agreed to be interviewed. Rolon further gave written consent to a search of his vehicle. Agent Molnar asked Rolon if there was any contraband in the vehicle. Rolon stated we would find cash in the car. I asked him where he obtained the money, and Rolon admitted it was from doing cash outs. While conducting the search of Rolon's vehicle, USSS Special Agent David Mills and Agent Frederick located \$4,760.00 in cash and ATM receipts hidden in a gym bag in the trunk of the car.
- 19. During the interview, Rolon admitted to doing the cash outs for "Dennis" who he had met through a "cousin's cousin" named T.M. (same as above). Rolon was shown a surveillance photograph of Dennis Nguyen, provided by the USSS Vancouver Resident Office, and Rolon identified Nguyen as the person known to him as "Dennis."
- Rolon stated he and Zayco typically would meet with Nguyen every week or two. 20. Rolon said he and Zayco would share a cell phone in which they would communicate with

Nguyen through text messages and calls. Rolon said they typically met at hotel rooms on the west side of Interstate 5 near Northgate Mall, where Nguyen gave them counterfeit cards. Rolon was shown photographs of other people doing cash-outs. Rolon identified Zayco as well as others.

- 21. Rolon and Zayco later provided to USSS agents a red duffle bag that Dennis Nguyen left with them, which they provided to Nguyen when he traveled to Washington from Canada. A search of that bag yielded \$77,140.00 in cash, about 462 plastic cards (most of which were encoded with account data and had a printed label with the associated 4-digit PIN), seven "burner" cell phones of the same make and model, a cash counting machine, a credit card magnetic strip encoder, a label printer, label printing software, 12 rolls of white label tape, and miscellaneous supplies. Based upon my training, experience and my examination of the evidence contained in the red bag, I know the credit card magnetic strip encoder, "white plastic cards", label printer and blank labels are used in the production of counterfeit access devices.
- 22. On February 11, 2013, Dennis Nguyen, and a female associate, crossed the border into the United States and traveled to the Seattle area where he had arranged to meet Zayco and Rolon to pick up the red duffle bag. Nguyen was arrested in a parking lot near Northgate Mall. In Nguyen's vehicle was, among other things, a laptop computer. A forensic analysis of that computer identified about 3,000 credit/debit card account numbers, belonging to customers of various domestic and foreign financial institutions, on the hard drive. Hundreds of those card numbers matched those encoded on seized counterfeit cards.
- 23. Dennis Nguyen was advised of his Miranda rights, which he stated he understood, and agreed to be interviewed. Nguyen admitted to his involvement in criminal activity involving counterfeit cards. Nguyen, however, claimed that he was primarily a deliveryman and was supposed to meet and provide cash, cards, and equipment to another person he called "Morocco" the person, according to Nguyen, who actually made the counterfeit cards. Nguyen described "Morocco" as a black male, about 6-feet tall and 205 pounds, with short black hair. During the interview of Nguyen, a "burner" cell phone discovered on Nguyen's person rang periodically.

Nguyen explained that he was supposed to meet up with "Morocco" who was traveling to Seattle from Canada.

24. I later reviewed incoming and outgoing text messages from the "burner" cell phone recovered from Dennis Nguyen's person. The following incoming messages were received by Nguyen on February 11, 2013:

<u>Date/Time</u>
2/11/13 @ 1621: "6047167596"
2/11/13 @ 2015: "Yo Im here"
2/11/13 @ 2120: "Yo im at the same hotel as usual. 223"

- 25. On February 21, 2013, I interviewed Chris Rolon as part of a non-custodial interview. Rolon was shown a collection of ATM surveillance photos associated with this investigation and, among others, he identified a white male whom he referred to as "Serbian" and a black male whom he referred to as "Morocco." When questioned, Rolon also explained in greater detail how he became involved in the scheme. He said that T.M., who resides in Canada, had called him about mailing to Rolon a package that someone would come by to pick up. Rolon said that he was not home when that packaged arrived, but Santiago Zayco was present. He said Zayco later told him that two males came by and picked up the package. Rolon said Zayco told him these two males wanted to meet to discuss a way to make some money.
- 26. Rolon said that the following day he and Zayco met with the two males he previously identified as "Morocco" and "Serbian." He said he believed that "Morocco" and "Serbian" were Canadian, because the vehicle they were driving (an unknown Volkswagon model) had Canadian license plates. Rolon said "Morocco" and "Serbian" described how he and Zayco could earn money by performing ATM withdrawals. "Morocco" and "Serbian" told them to visit a Days Inn hotel on Aurora Avenue in Seattle later that day, which Rolon and Zayco did. Rolon said there were approximately ten people in the hotel room and that "Morocco" and "Serbian" were leaving as he and Zayco arrived. Rolon said that he and Zayco spoke with Dennis Nguyen, who said he initially gave them five cards with PINs printed upon them and instructed them on how to use the cards to withdraw money from ATMs.

According to records, K.H. provided a Vancouver, BC address.

- 31. Later that same day, I provided information regarding K.H. and C.V. to SA John Liau, USSS, Vancouver Resident Office.
- 32. On March 18, 2013, I spoke with SA Liau, who said he provided the above information regarding K.H. and C.V. to the RCMP. He said the RCMP reported that K.H. has a grey Volkswagon Passat registered to him. I recalled my interview of Chris Rolon, during which he said the individuals he identified as "Morocco" and "Serbian" were possibly Canadian, because the vehicle they were driving (an unrecalled Volkswagon model) had Canadian license plates. SA Liau said he would contact Homeland Security Investigations/U.S. Immigration and Customs Enforcement (HSI/ICE) and request border crossings, associates, and vehicle information for K.H. and C.V.
- 33. Later that same day, SA Liau provided me a HSI/ICE report detailing the U.S./Canadian border crossings of K.H. and individuals who crossed the border with him. The report provided that K.H. entered the United States from Canada on March 16, 2013, March 8, 2013, February 11, 2013, February 2, 2013, January 5, 2013, November 30, 2012, September 25, 2012, September 24, 2012, September 20, 2012, September 2, 2012, August 5, 2012, August 4, 2012, July 26, 2012, July 22, 2012, March 22, 2012, March 5, 2012, February 29, 2012, February 16, 2012 and October 29, 2011. Upon further review, I noticed that an individual named NIKOLA KOVACEVIC crossed the border with K.H. on February 2, 2013, January 5, 2013, November 30, 2012, August 4, 2012 and July 22, 2012.
- 34. The report provided several photographs associated with these border crossings. Upon reviewing photographs taken on February 2, 2013, January 5, 2013, November 30, 2012 and July 22, 2012, I identified K.H. as the individual whom both Santiago Zayco and Christopher Rolon-Gonzales previously identified as "Morocco" from ATM surveillance photographs. I also identified NIKOLA KOVACEVIC as the individual whom both Zayco and Rolon identified as "Serbian" from ATM surveillance photographs. Moreover, on February 2, 2013, January 5, 2013

On August 4, 2012, K.H. and KOVACEVIC crossed the border in a Volkswagon Passat bearing British Columbia license plate 704RLE.

1	from a BECU ATM located in Seattle, Washington.	
2	d. On December 1, 2012, K.H. used an access device encoded with financial	
3	information and a PIN relating to a card number ending in -5316, to access a Van City Credit	
4	Union account belonging to account holder A.B., a real person, to obtain \$20.00 from a BECU	
5	ATM located in Seattle, Washington.	
6	e. On December 2, 2012, NIKOLA KOVACEVIC used an access device	
7	encoded with financial information and a PIN relating to a card number ending in -1088, to	
8	access a Gulf and Fraser Fishermen's Credit Union account belonging to account holder J.T., a	
9	real person, to obtain \$380.00 from a BECU ATM located in Seattle, Washington.	
10	f. On December 2, 2012, K.H. used an access device encoded with financial	
11	information and a PIN relating to a card number ending in -2404, to access a HSBC Bank of	
12	Canada account belonging to account holder K.W., a real person, and attempted to obtain	
13	\$100.00 from a BECU ATM located in Seattle, Washington.	
14	g. On December 9, 2012, NIKOLA KOVACEVIC used an access device	
15	encoded with financial information and a PIN relating to a card number ending in -9640, to	
16	access a Coast Capital Savings account belonging to account holder N.F., a real person, to obtain	
17	\$220.00 from a BECU ATM located in Seattle, Washington.	
18	h. On January 5, 2013, NIKOLA KOVACEVIC used an access device	
19	encoded with financial information and a PIN relating to a card number ending in -9516, to	
20	access a Van City Credit Union account belonging to account holder J.S., a real person, to obtain	
21	\$380.00 from a BECU ATM located in Seattle, Washington.	
22	i. On February 2, 2013, NIKOLA KOVACEVIC used an access device	
23	encoded with financial information and a PIN relating to a card number ending in -1604, to	
24	access a North Shore Credit Union account belonging to account holder C.C., a real person, to	
25	obtain \$380.00 from a BECU ATM located in Seattle, Washington.	
26	j. On February 2, 2013, NIKOLA KOVACEVIC used an access device	
27	encoded with financial information and a PIN relating to a card number ending in -2227, to	

access a Coastal Community Credit Union account belonging to account holder J.C., a real

1 person, to obtain \$380.00 from a BECU ATM located in Seattle, Washington. 2 On February 2, 2013, K.H. used an access device encoded with financial k. 3 information and a PIN relating to a card number ending in -0003, to access a HSBC Bank of 4 Canada account belonging to account holder A.A., a real person, and attempted to obtain \$560.00 from a BECU ATM located in Seattle, Washington. 5 6 1. On February 2, 2013, K.H. used an access device encoded with financial 7 information and a PIN relating to a card number ending in -0606, to access a HSBC Bank of 8 Canada account belonging to account holder H.W., a real person, and attempted to obtain 9 \$560.00 from a BECU ATM located in Seattle, Washington. 10 All of the aforementioned transactions caused to be transmitted a wire and a signal that traveled 11 in interstate or foreign commerce. Sample ATM surveillance images of NIKOLA 12 KOVACEVIC conducting cash-out activity using stolen customer information are attached 13 hereto as Exhibit A. 14 37. In total, USSS thus far has recovered about 700 "white plastic cards" and about 15 \$89,860 in cash as part of its investigation. Of those "white plastic cards," at least 677 were 16 encoded with account data and are thus counterfeit cards (or "counterfeit access devices," as 17 defined by federal law). The investigation further has identified about 3,000 credit/debit card 18 numbers belonging to others, presumed victims of card skimming activity. The investigation 19 remains ongoing. 20 // 11 21 22 // 23 24 25 26 27 28

1 III. CONCLUSION 2 38. Based on the above facts, I respectfully submit that there is probable cause to 3 believe that NIKOLA KOVACEVIC did knowingly and intentionally commit the offenses of 4 Access Device Fraud, in violation of Title 18, United States Code, Sections 1029(a) and 2, and Aggravated Identity Theft, in violation of Title 18, United States Code, Sections 1028A. 5 6 7 RSTER, Complainant 8 Special Agent, United States Secret Service 9 10 Based on the Complaint and Affidavit sworn to before me, and subscribed in my 11 presence, the Court hereby finds that there is probable cause to believe the Defendant committed 12 the offense set forth in the Complaint. 13 Dated this // day of June, 2013. 14 Hunes P. J 15 16 United States Magistrate Judge 17 18 19 20 21 22 23 24 25 26 27 28

Exhibit A

Transaction #7658 CARD NO:

LOCATION: 1527 2ND AVBNUE SEATTLE

CARD NO: XXXXXXXXXXXXXXXXX

11EPM

TERNINAL MAO33861

\$257.85

TERMINAL WA033861

\$380.00 \$2.50

\$380.00 \$2.50 \$382.50 ATH OWNER FEE CHECKING WITHDRAWAL
AVAILABLE BALANCE
BALANCE
LOCATION: 1527 IND AVENUE
SEATTLE SEQ NOR: 7658

TIME 08:16PM DATE 02/02/13

2nd-&-Pine-NFC-1527-Pine-St.-Shidd & 013 20:16:31.62 24 HR ATM 033861 ATM 861

7658 SEO MER:

ATM OWNER FEE TOTAL

DATE 02/02/13

CARD NO:

LOCATION: 1527 2ND AVENUE SEATTLE

CARD NO: XXXXXXXXXXXXXXXXX

12E 08: 34PM DATE 01/05/13

\$380.00 \$2.50 \$382.50 TERMINAL WA033862 ATH OWNER FEE

6563

29.4 29.4

TERNINAL MA033862

TIME 08:34PM

DATE 01/05/13

24K ATM 033862

\$380.00 \$2.50

ATM OWNER FEE TOTAL

SEQ NER: 0503

LOCATION: 1527 ZND AVBNUE SEATTLE CHECKING WITHDRAWAL AVAILABLE BALANCE BALANCE SE SE 2nd-&-Pine-NFC-1527-Pine-St.-98460562013 20:34:57.27



